

# Texas Health Trace Updates

## for Local and Regional Users

*This biweekly communication is intended to provide local and regional users of Texas Health Trace with useful information about recent and upcoming system enhancements and features.*

**Tuesday, January 19, 2021**

### Major Accomplishments

- Duplicate case escalation – New category has been added to escalations to help users without case merge permissions identify duplicate cases to be considered for merging. A list view has also been created to allow RLHE users to see these escalated cases and determine if they should be merged.
- Close an Exposed Contact as an existing case – A new call status, “Close exposed contact as an existing Case,” has been added for exposed contacts. This call status should be used when an exposed contact has been documented as a case prior to EC interview. Note: This call status is not applicable for ECs converting to Cases. For the Convert to Case button to work, the call status must be Contact Established.
- Support Services queue – case and exposed contacts in Escalated status will now show up in support services queues if support services needs have been indicated on the record. Cloned copies of the Support Services queue should be recreated to incorporate this update.
- Case manually shunted to the Call Center will now be assigned to priority queues if the earliest specimen date recorded on the case was within the past 10 days.
- The ability to exclude Exposed Contacts from Call Center queues for designated counties. This update was enabled to assist with routing of exposed contacts to Local Health Authority users.
- Hearing Impaired video solution- now available, the Call Center has trained ASL agents ready to take calls and assist residents with hearing impairment. RLHEs can assign cases to call center for follow-up to use this solution (if needed).

### Latest Resources and Trainings

- 1/2/21 Release (Regional/Local Health Dept)
- 1/2/21 Release (Call Center)

### Lessons Learned

- [Contact Trace Academy](#), the learning management system available to THT users, contains role-specific trainings, job aids and user guides. Encouraging users to access this platform will continue to supplement trainings and releases beyond the live trainings currently offered.



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### Open Issues

- Duplicates in THT – Duplicate records for persons, cases, and lab reports are a known issue in THT. Person merge and case merge tools are currently available for Epi users in THT. However, the upcoming sprints will examine duplicate records for updates that can be made to better address duplicates coming into the system rather than manual updates. This work is expected to occur in Sprints 19-22.

### Plans for Next Sprint Cycle

- Add the ability to manually add cases to an outbreak allowing the outbreak object to be a more dynamic tool for RLHE users.
- Updates to the Race and Ethnicity field to collect Race and Ethnicity data consistently.
- Inclusion of a message portal for communication with Exposed Contacts and Cases through the THT system.
- View limits based on City for Local Health Authority users.
- Cases with DSHS Case Owner have been reviewed. In the upcoming sprint the THT team will work with developers to find a solution for routing cases that need follow up from RLHE users.
- List Major Accomplishments, Activities, Functionality for Next Sprint Cycle.

